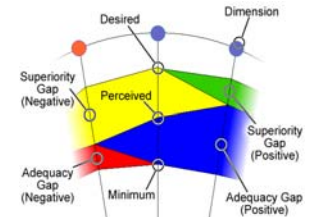


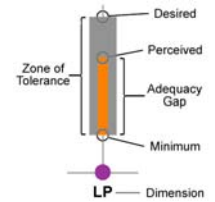
LibQUAL+® is a survey that measures user perceptions and expectations of library service quality in three dimensions: Affect of Service, Information Control, and Library as Place. Participating institutions included college and university libraries, health sciences libraries, community college libraries, and law libraries. Users were asked for their judgments on three scales for each survey question: the desired level of service they would like to receive, the minimum they are willing to accept, and the actual level of service they perceive to have been provided. The desired and minimum scores establish the upper and lower boundaries of a zone of tolerance within which the perceived scores should float if respondents view service as adequate (see "Key to Bar Charts"). This framework allows the use of gap analysis to interpret results. If scores are within the zone of tolerance, the service adequacy gap is positive because users' perceptions are higher than their minimum expectations, although lower than their desired expectations. Positive service adequacy gaps are shown in blue on the radar charts below (see "Key to Radar Charts"). Conversely, a negative service adequacy gap occurs when perceptions fall below minimum expectations; this is represented on the radar charts in red. A positive superiority gap occurs when perceptions exceed desires; this is represented on the radar charts in green.

	Institutions	Completed Surveys	Valid Surveys
Total	29	16,004	14,865
Institution Type:			
Academic Health Sciences	1	453	401
College or University	26	14,948	13,897
Community College	2	603	567
Country:			
Canada	2	1,210	1,110
France	4	3,618	3,388
Ireland	3	3,084	2,923
United Arab Emirates	1	617	561
United States of America	19	7,475	6,883
Protocol:			
Full	11	5,589	5,166
Lite	15	9,495	8,875
Partial Lite	3	920	824
ARL			
ARL	3	4,477	4,104
Non-ARL			
Non-ARL	26	11,527	10,761

Key to Radar Charts



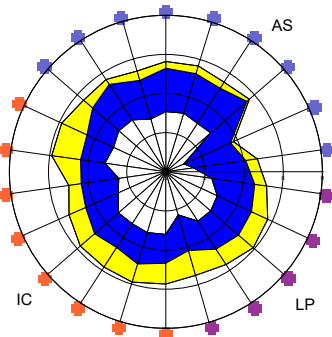
Key to Bar Charts



Key to Dimensions

- Affect of Service (AS)
- Information Control (IC)
- Library as Place (LP)

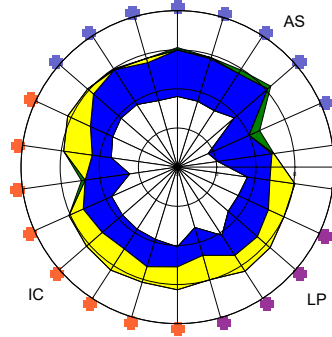
Colleges and Universities American English



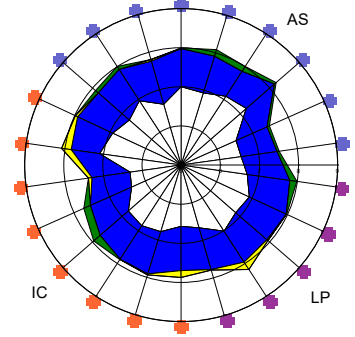
Academic Law Institutions American English

No Academic Law Institutions This Year

Academic Health Sciences American English

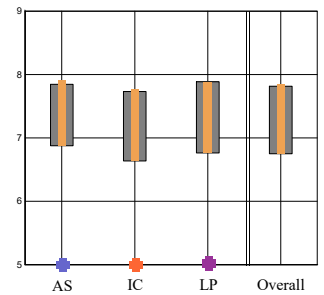
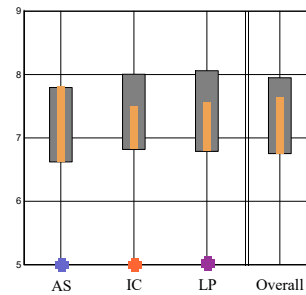
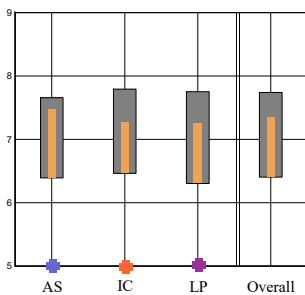


Community Colleges American English



22 Core Questions Summary

Dimensions Summary



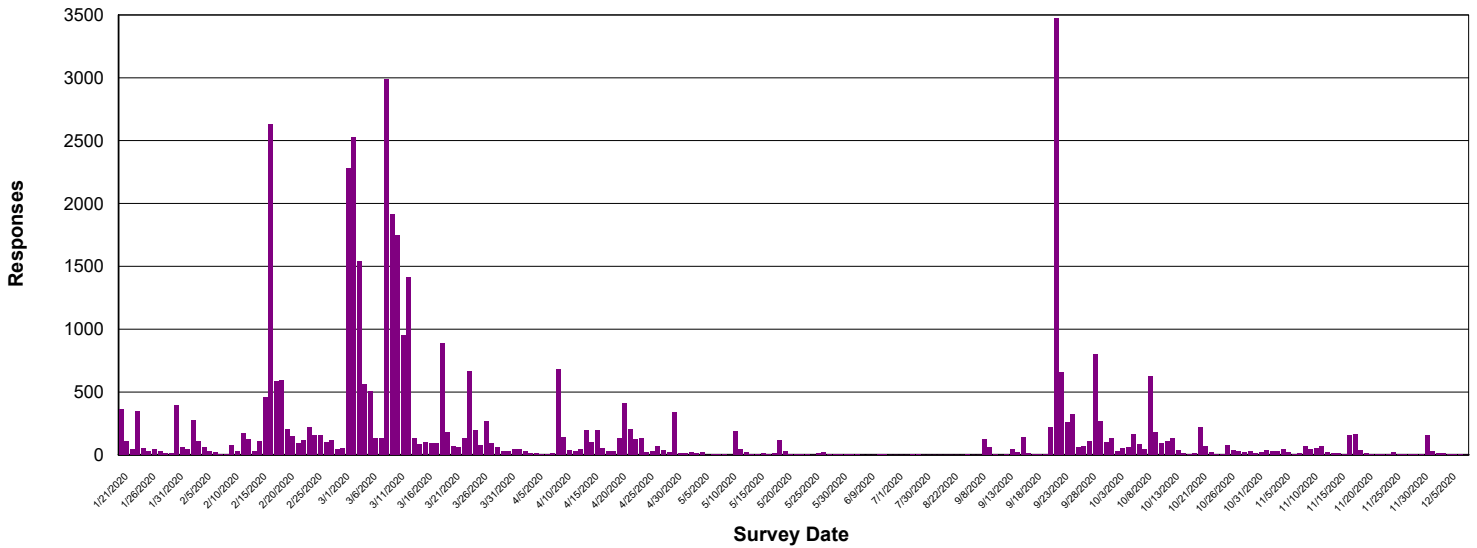
Dimension Mean Values

Desired		n = 7,456	
7.66	7.79	7.75	7.74
Perceived			
7.47	7.25	7.25	7.33
Minimum			
6.39	6.46	6.30	6.40
AS	IC	LP	Overall

Desired		n = 398	
7.79	8.01	8.06	7.95
Perceived			
7.81	7.49	7.56	7.64
Minimum			
6.62	6.82	6.79	6.75
AS	IC	LP	Overall

Desired		n = 565	
7.85	7.73	7.89	7.81
Perceived			
7.90	7.76	7.86	7.84
Minimum			
6.88	6.64	6.76	6.75
AS	IC	LP	Overall

Survey Activity by Day



College and University User Groups (American English)

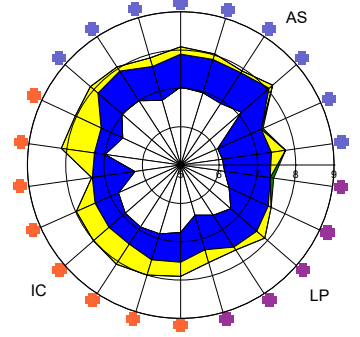
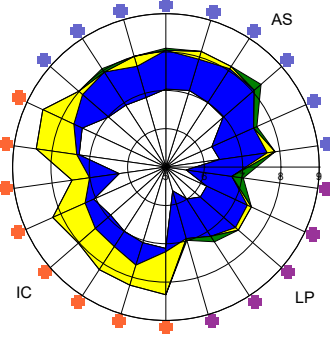
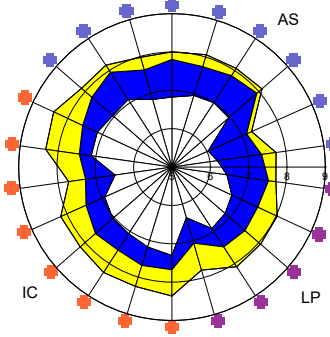
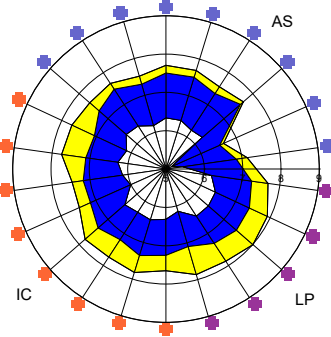
Undergraduates
(n = 4,909)

Graduates
(n = 1,251)

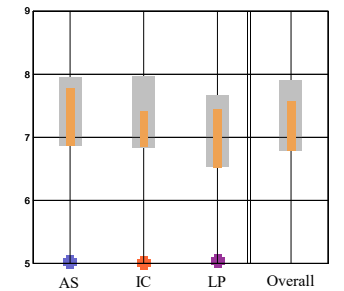
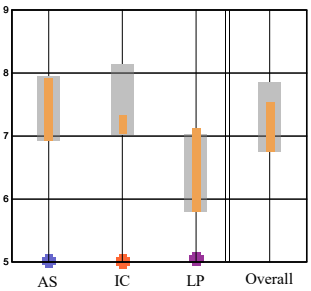
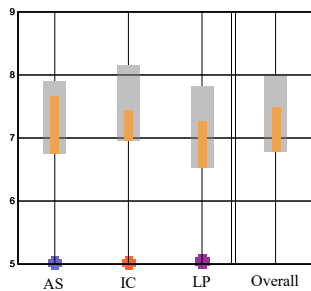
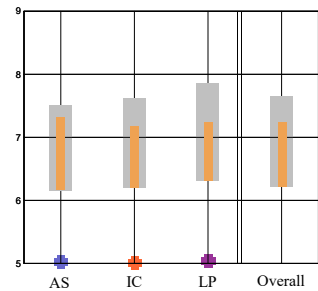
Faculty
(n = 873)

Staff
(n = 423)

22 Core Questions Summary



Dimensions Summary



LibQUAL+® Tutorial

To learn more about the three dimensions and view an animated guide to reading LibQUAL+® charts, view the LibQUAL+® Interactive Tutorial at:

www.libqual.org/Information/Tools

Register for LibQUAL+®

To register for the 2021 LibQUAL+® survey, go to:

www.libqual.org



Association of Research Libraries
21 Dupont Circle, Suite 800
Washington, DC 20036
www.libqual.org
Phone 202-296-2296
Fax 202-872-0884



Copyright ©2021 Association of Research Libraries